



Operate your SAP Solutions with the Power of SAP Cloud ALM

- Features Delivered in Q2 2024 -

**Product Management of SAP Cloud ALM
July 2024**

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Agenda

SAP Cloud ALM - **Overview**

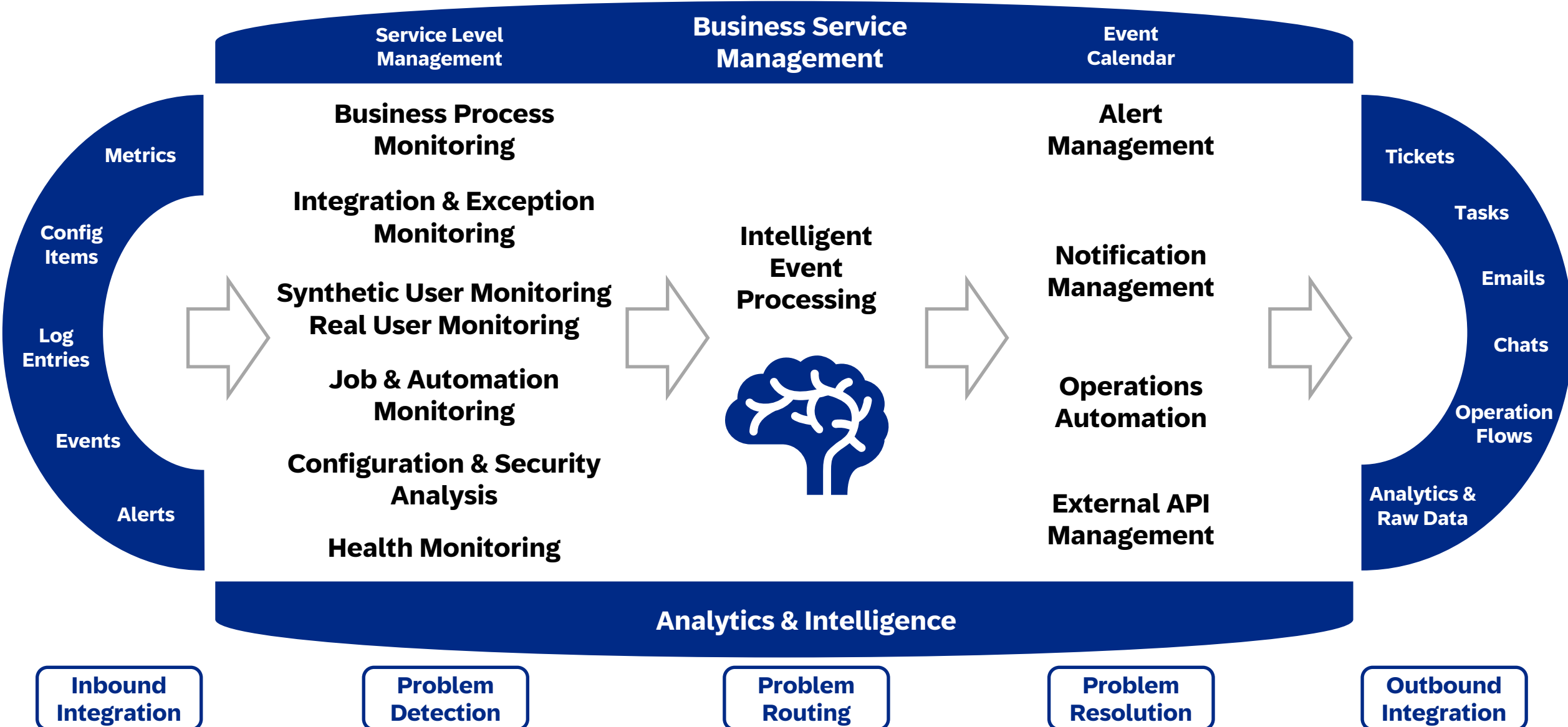
SAP Cloud ALM - **Features Delivered in Q2 2024**

SAP Cloud ALM - **Roadmap**

SAP Cloud ALM Overview



SAP Cloud ALM for Operations – Functional Overview



SAP Cloud ALM Features Delivered in Q2 2024



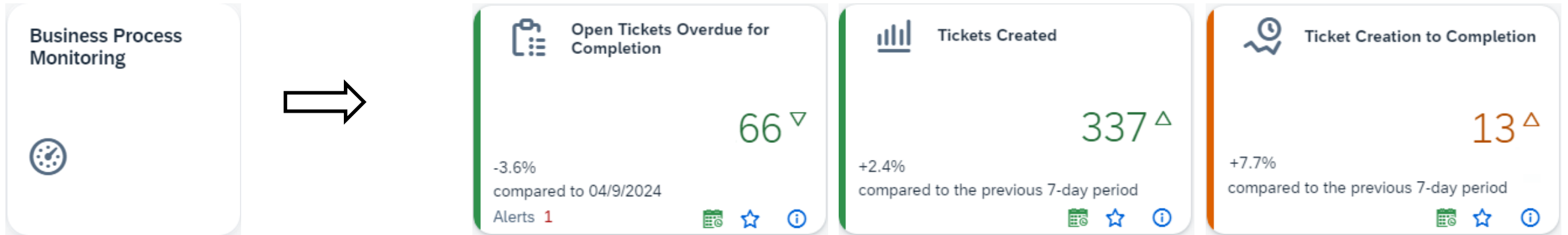
SAP Cloud ALM

Business Process Monitoring



Business Process Monitoring – New Features Delivered in Q2/2024

New KPIs for SAP Service Cloud



The **following KPIs are now available** for SAP Service Cloud⁽¹⁾.
Lead to Cash/ Contact to Service/
Manage Customer Service:

- **Open Tickets Overdue for Completion**
- **Tickets Created**
- **Ticket Creation to Completion**

(1) Formerly known as SAP Cloud for Customer

Demo: New KPI's for SAP Service Cloud



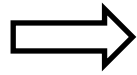
SAP Cloud ALM

Integration & Exception Monitoring



Integration & Exception Monitoring – New Features Delivered in Q2/2024

New Category for AIF Messages

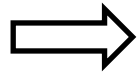


A new filter category, **AIF - All Messages**, is introduced. This enables you to create **generic filter definitions** for **all AIF categories** using one filter instead of multiple ones.

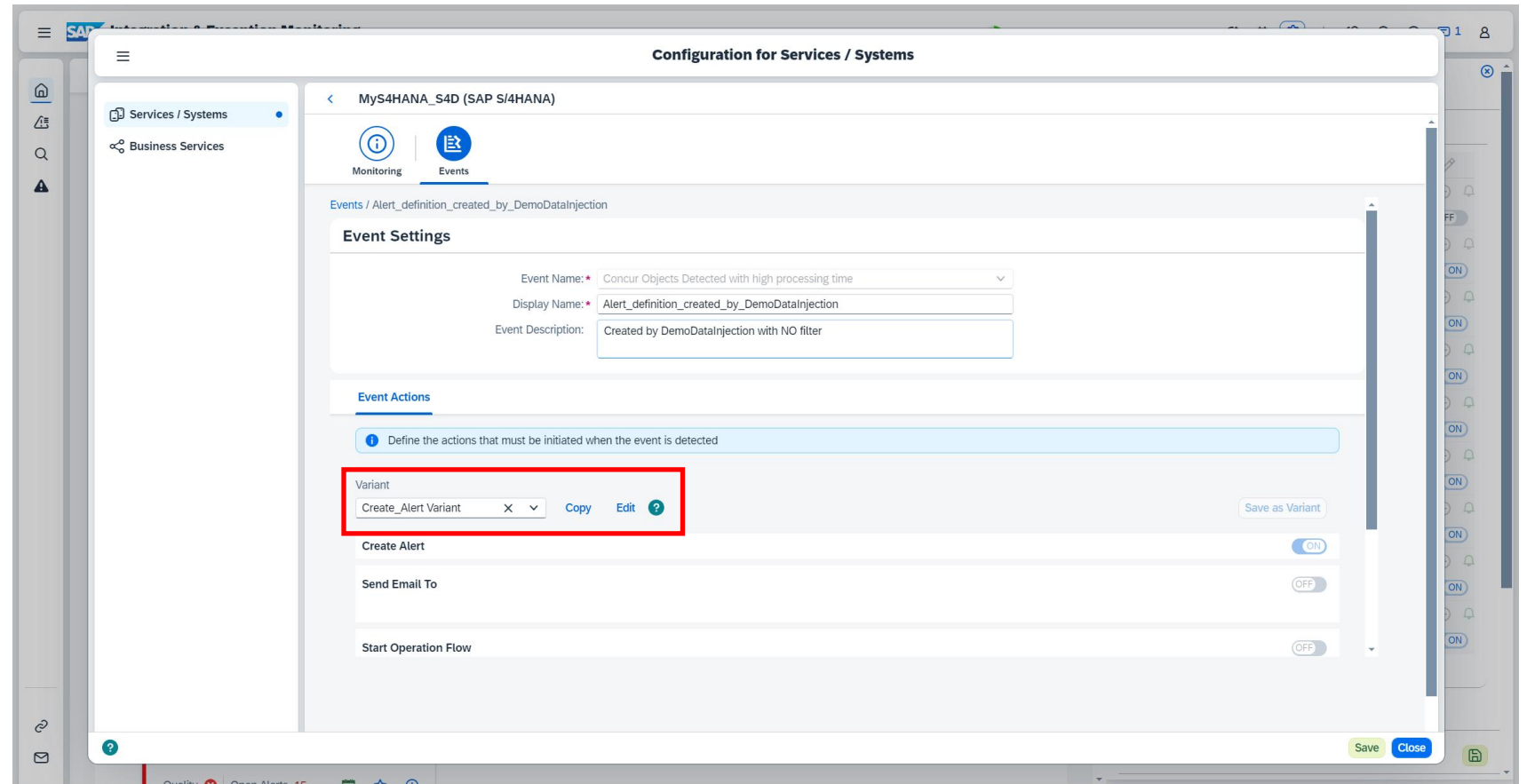
A screenshot of the SAP Integration & Exception Monitoring configuration interface. The main window is titled "Configuration for Services / Systems" and shows the configuration for "MyS4HANA_S4D (SAP S/4HANA)". The interface is divided into "Monitoring" and "Events" tabs, with "Monitoring" selected. Under "Overview / AIF Messages", there is a "Filters" section with a table that currently shows "No data". Below the table, there is a form to create a new filter. The "Filter Name" field is empty. The "Categories" dropdown menu is open, showing a list of categories: "AIF - All Messages", "AIF - tRFC", "AIF - bgRFC (queue)", "AIF - qRFC", "AIF - bgRFC (queue)", "AIF - XI-runtime", "AIF - IDOC", "AIF - XML", "AIF - Odata Client Proxy", "AIF - WS-runtime", and "AIF - Sync Log". The "AIF - All Messages" option is highlighted with a red box. The "Oper" dropdown is set to "Is". The "Value" field is empty. At the bottom right, there are "Save" and "Close" buttons.

Integration & Exception Monitoring – New Features Delivered in Q2/2024

Event Action Variants

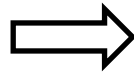



You can now use **event action variants** to configure event actions in Integration & Exception Monitoring app. Event action variants are a set of input values that you can use to quickly configure event actions.



Integration & Exception Monitoring – New Features Delivered in Q2/2024

Enhancement to Data Volume Information



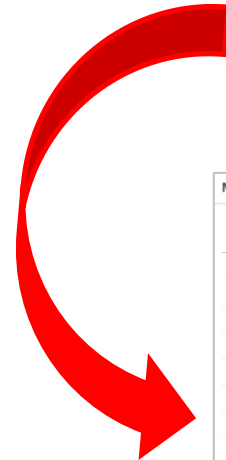
▼ **Data Volume** 


Memory Used by Messages: 77.96 MB [Details](#)

Memory Used by Exceptions: 8.33 MB [Details](#)

Choose Details next to the **Memory Used by Exceptions** information to view the Memory Used by Exceptions table:

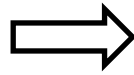
- **Managed component name**
- **Service type**
- **Memory consumed by each category in percentage**
- **Associated number of records**



Memory Used by Exceptions				
Search in Table <input type="text"/> <input checked="" type="checkbox"/> Hide entries with no records 				
Service / System	Service Type	Category Name	Percentage (%)	Number of Records
MyBtpCloudFoundry_01	SAP BTP, Cloud Foundry environment	JAVA Application Log	24.67	12,025
MyBtpNeo_01	SAP BTP, Neo environment	Java Application Log	20.44	9,963
MySuccessFactorsHXMSuite_01	SAP SuccessFactors HCM	Data Replication Monitor	9.60	4,680
MySuccessFactorsHXMSuite_01	SAP SuccessFactors HCM	Scheduled Jobs	8.32	4,055
MyMarketingCloud_01	SAP Marketing Cloud	Marketing Data Import (asynchronous)	7.83	3,816
MyS4HANACloud_01	SAP S/4HANA Cloud	SAP S/4HANA Cloud Data Replication	6.86	3,344
MyS4HANA_S4D	SAP S/4HANA	SAP S/4HANA Cloud Data Replication	6.79	3,312
MyIBP_01	SAP Integrated Business Planning	SAP Integrated Business Planning Process Log	4.58	2,234
MyS4HANACloud_01	SAP S/4HANA Cloud	SAP S/4HANA Cloud Asset Central Foundation Integration	3.04	1,485
MyS4HANA_S4D	SAP S/4HANA	SAP S/4HANA Cloud Asset Central Foundation Integration	3.04	1,485
MySAC_01	SAP Analytics Cloud	Activities log	1.93	945
MyCPI_01	SAP Integration Suite (Cloud Integration)	Artifact integration Content	1.61	785
MyIRPA_01	SAP Intelligent Robotic Process Automation	SAP IRPA Jobs	1.22	596
CPI_Central	SAP Integration Suite (Cloud Integration)	Artifact integration Content	0.01	8

Integration & Exception Monitoring – New Features Delivered in Q2/2024

Enhancement to Notification E-mail



Event **notification e-mail for exceptions** now includes category specific **fields**, in addition to the error message.



SAP Cloud ALM Notification

Exception Monitoring Event

Erroneous ABAP Runtime

QM7910

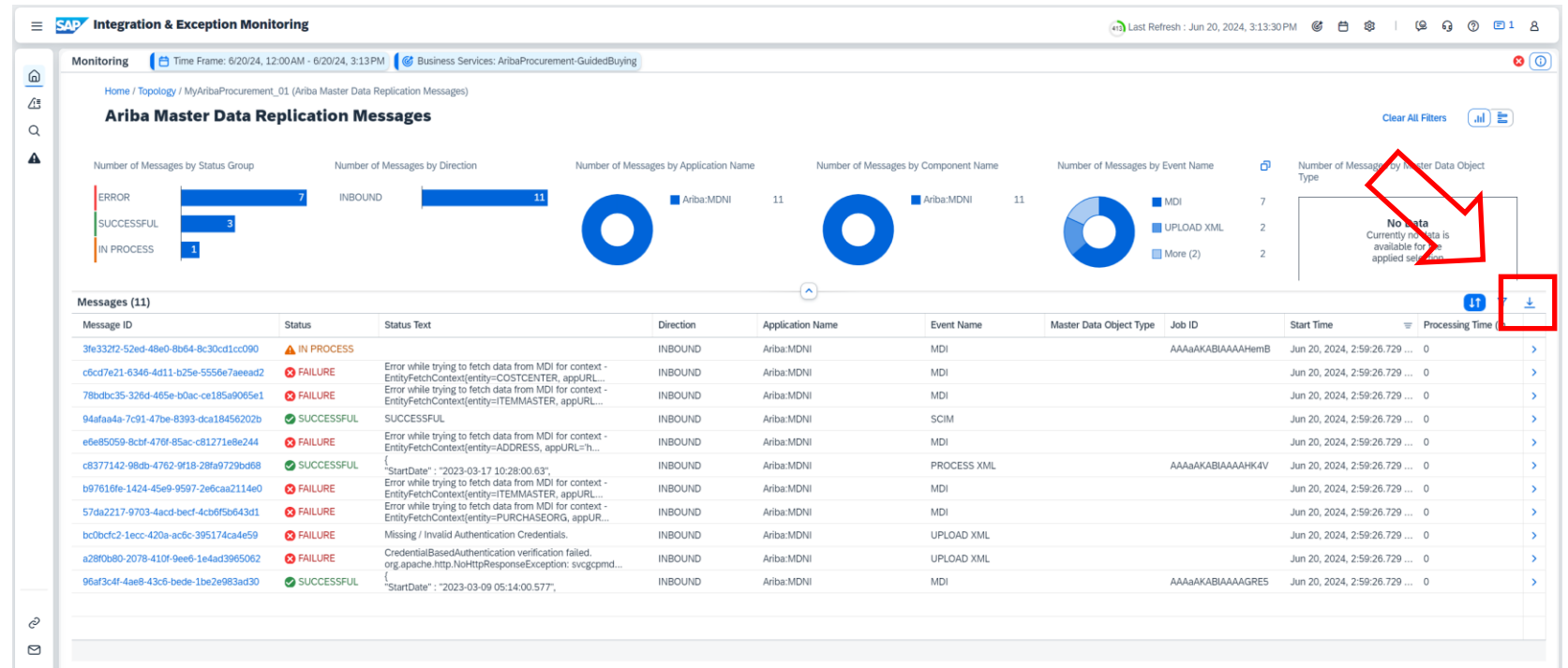
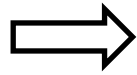
Service Name: [REDACTED]
 Service Type: SAP S/4HANA
 Object Details: 7 exception(s) detected from 2024-07-03 17:11:46 to 2024-07-03 17:16:47 (UTC)
 Reported at: 2024-07-03 17:16:47 UTC
 Rating: ERROR

Additional Information

TimeStamp	Message	Status	Runtime Error-Exception	Program
2024-07-03 17:08:31	A row already exists with this key	Error	ITAB_DUPLICATE_KEY	[REDACTED]
2024-07-03 17:08:03	Error when inserting or changing a row in a sorted table	Error	ITAB_ILLEGAL_SORT_ORDER	[REDACTED]
2024-07-03 17:08:02	Error when inserting or changing a row in a sorted table	Error	ITAB_ILLEGAL_SORT_ORDER	[REDACTED]
2024-07-03 17:07:59	Error when inserting or changing a row in a sorted table	Error	ITAB_ILLEGAL_SORT_ORDER	[REDACTED]
2024-07-03 17:07:58	Error when inserting or changing a row in a sorted table	Error	ITAB_ILLEGAL_SORT_ORDER	[REDACTED]
2024-07-03 17:07:54	Error when inserting or changing a row in a sorted table	Error	ITAB_ILLEGAL_SORT_ORDER	[REDACTED]
2024-07-03 17:07:35	Open SQL statement with WHERE ... LIKE and pattern that is too large.	Error	SAPSQL_LIKE_PATTERN_TOO_LONG-CX_SY_DYNAMIC_OSQLESEMANTICS	[REDACTED]

Integration & Exception Monitoring – New Features Delivered in Q2/2024

Enhancements to Download Function in Category View and Tracking Page

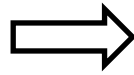


The **download function** in the Message details page and the Tracking page has the following enhancements:

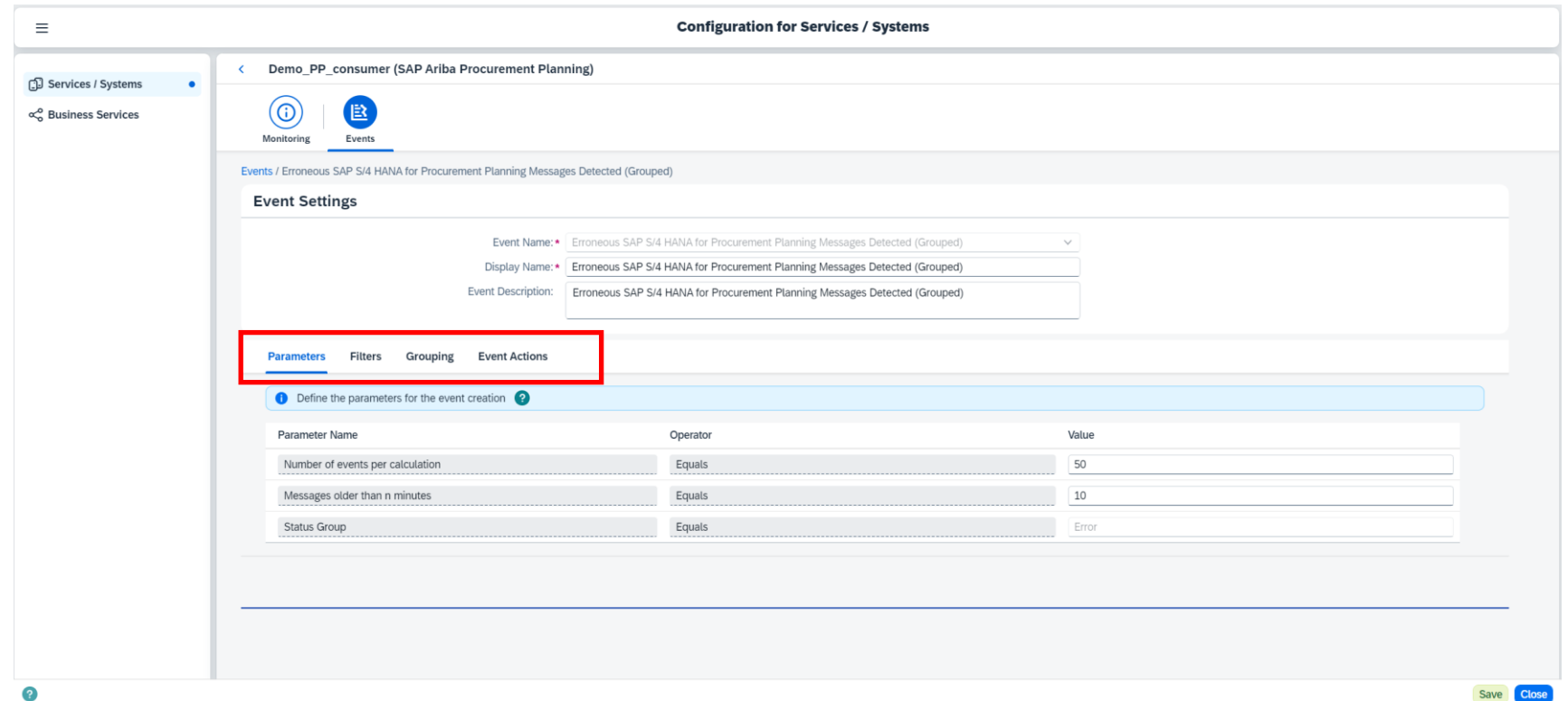
- **Download process** now happens **in the background**. This enables you to use the application while downloading the messages.
- Download **limit is increased** from 10000 to 100000 entries.

Integration & Exception Monitoring – New Features Delivered in Q2/2024

Event Configuration Screen Redesign for Services / Systems

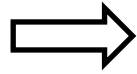


The event **configuration screen for Services / Systems** is redesigned for better usability. The four sections - **Parameters, Filters, Grouping, and Event Actions**, are now listed as separate tabs in the Events screen. Earlier, they were presented as dropdowns.



Integration & Exception Monitoring – New Features Delivered in Q2/2024

Monitor Additional Content



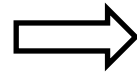
You can now monitor **messages** for the following services:

- **SAP Ariba Procurement Planning**
- **SAP Task Center**
- **SAP Revenue Growth Optimization**
- **Non-SAP Services and Systems**
 - Messages send to and from non-SAP Services and Systems in OpenTelemetry format



Integration & Exception Monitoring – New Features Delivered in Q2/2024

Additional Functionalities



W3C Trace Context

You can now view the **W3C Trace Context** information of messages in the Message Details. Additionally, the W3C trace context information is used to **correlate messages and exceptions** for Related Messages & Exceptions.

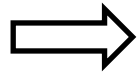
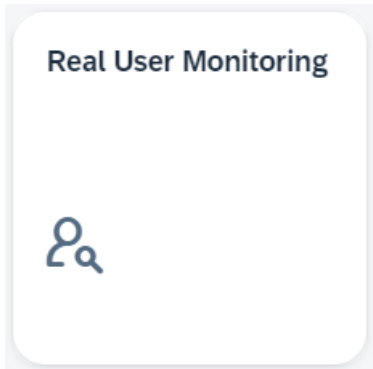


SAP Cloud ALM Real User Monitoring

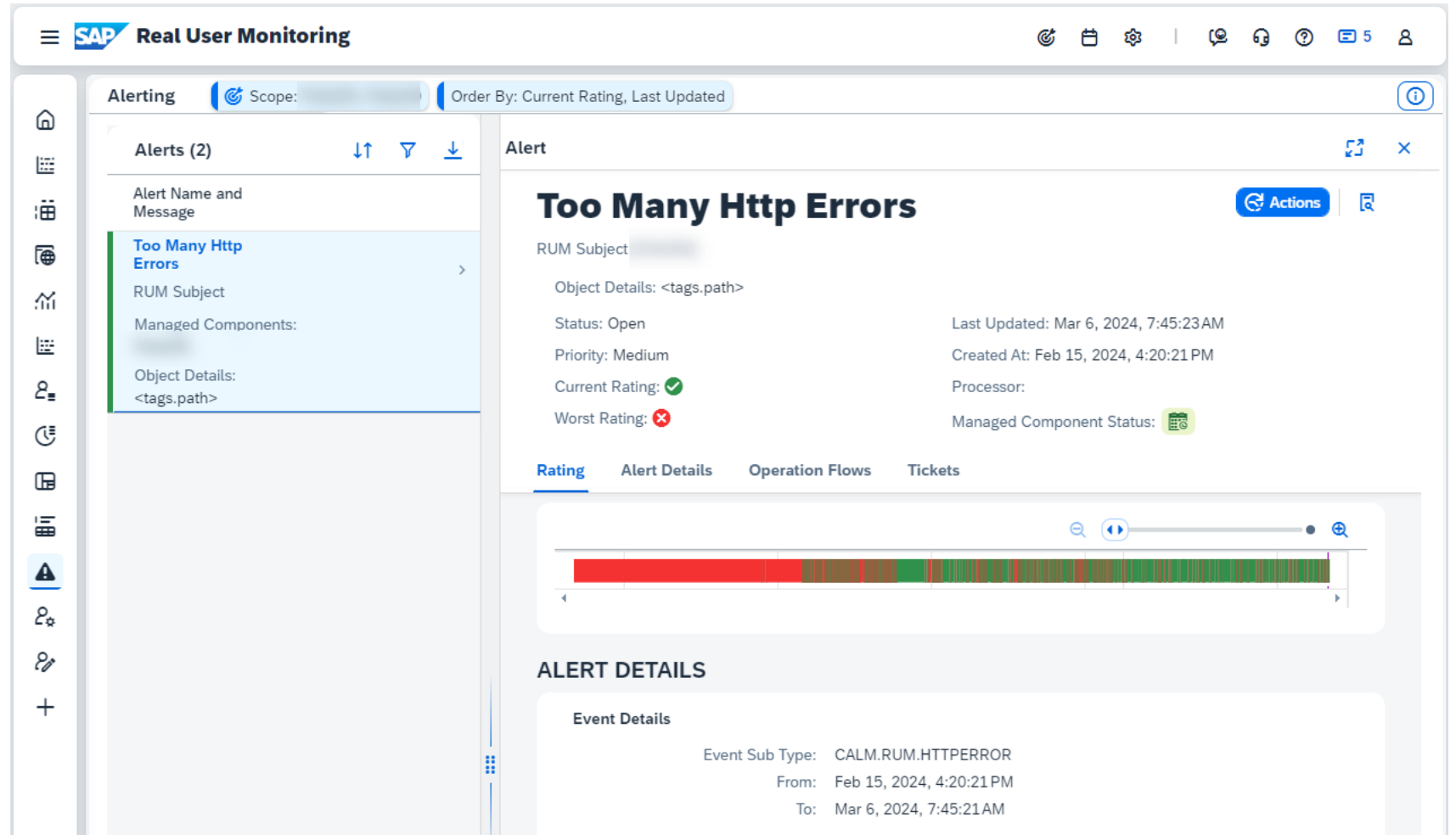


Real User Monitoring – New Features Delivered in Q2/2024

New Alerting Page



In this page, **the alerts created from events you have activated** in the configuration of managed components are displayed in a list. Currently events can be created when the **error rate of HTTP(S) requests** are exceeding a configured threshold.



Alerting Scope: Order By: Current Rating, Last Updated

Alerts (2)

Alert Name and Message
Too Many Http Errors
RUM Subject
Managed Components:
Object Details: <tags.path>

Alert

Too Many Http Errors

RUM Subject

Object Details: <tags.path>

Status: Open
Priority: Medium
Current Rating: ✔
Worst Rating: ✘

Last Updated: Mar 6, 2024, 7:45:23 AM
Created At: Feb 15, 2024, 4:20:21 PM
Processor:
Managed Component Status: ✔

Rating | Alert Details | Operation Flows | Tickets

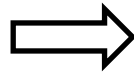
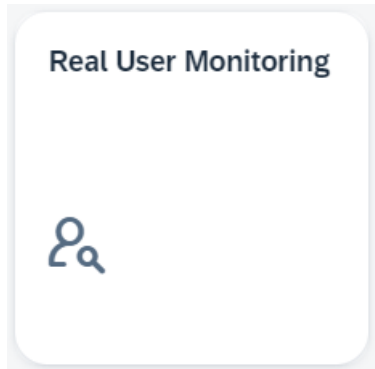
ALERT DETAILS

Event Details

Event Sub Type:	CALM.RUM.HTTPERROR
From:	Feb 15, 2024, 4:20:21 PM
To:	Mar 6, 2024, 7:45:21 AM

Real User Monitoring – New Features Delivered in Q2/2024

Event Reactions



Managed components now contain **configuration settings for automatic event reactions**, for example notifications, alert creation, or ticket creation.

The screenshot shows the "Real User Monitoring Configuration" interface for a component named "Mys4HANA_S4D". The interface is divided into a left sidebar with "Managed Components" and "Application Settings", and a main content area. The main content area has a breadcrumb "Managed Components / Managed Component Details" and a title "Mys4HANA_S4D" with "SAP S/4HANA" below it. A navigation bar at the top of the main area includes "Overview" and "Http Errors" (highlighted with a red box). Below this, the "Http Errors" section is highlighted with a red border and contains:

- An "Active" toggle set to "Not Active".
- An "Error Rate Triggering Events [%]" input field with the value "1".
- An "Http Status Codes to Exclude" input field with the values "401 Unauthorized x" and "404 Not Found x".

Below the "Http Errors" section is the "Event Actions" section, which includes:

- "Create Alert" with a toggle set to "ON".
- "Send Email To" with a toggle set to "OFF" and a table below it with columns "Recipient", "Last Modified", "Validity", and a "+" button. The table contains "No data".
- "Start Operation Flow" with a toggle set to "OFF" and a table below it with columns "Name/ID", "Last Modified", "Type", and a "+" button. The table contains "No data".

At the bottom right of the interface are "Save", "Cancel", and "Close" buttons.

Real User Monitoring – New Features Delivered in Q2/2024

Support for Custom Applications built on SAP BTP

Real User Monitoring

Central Monitoring with SAP Cloud ALM

Local observability with in SAP Cloud Logging

Horizontal Trace

Vertical Trace

- Context-sensitive navigation from Real User Monitoring in **SAP Cloud ALM to SAP Cloud Logging**
- Traces are retrieved by **OpenTelemetry** based on auto instrumentation

Span ID	Parent span ID	Service	Operation	Duration	Start time	End time	Errors
80c3fa308344395a	22b653c547a2830c	sflight-srv	AuthorizationServiceDefault...	0.02 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
32370d0b0e263c05	40c0c0ca7f568211	sflight-srv	RequestContext 91821	136.27 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
9633ba144b919200	22b653c547a2830c	sflight-srv	PersistenceServiceDefault ...	10.49 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
4245cd79d0a78add	22b653c547a2830c	sflight-srv	GET	117.44 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
630ab2d4ff1e62068	32370d0b0e263c05	sflight-srv	ChangeSetContext 129519	135.33 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
1633aba45f768cb	9633ba144b919200	sflight-srv	SELECT LOCALIZED_ANALY...	3.18 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No
6e265a27634f2256a	6635f16b10d4e0	sflight-srv	AuthorizationServiceDefault...	0 ms	03/25/2024 10:58:03	03/25/2024 10:58:03	No

Remark: SAP Cloud Logging Service isn't part of SAP Cloud ALM subscription

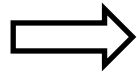
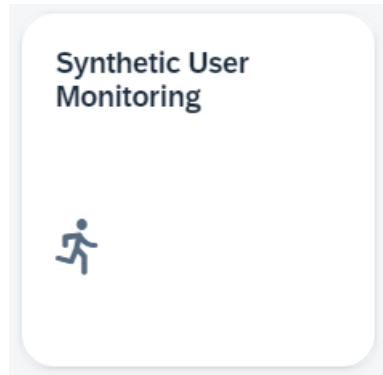
SAP Cloud ALM

Synthetic User Monitoring

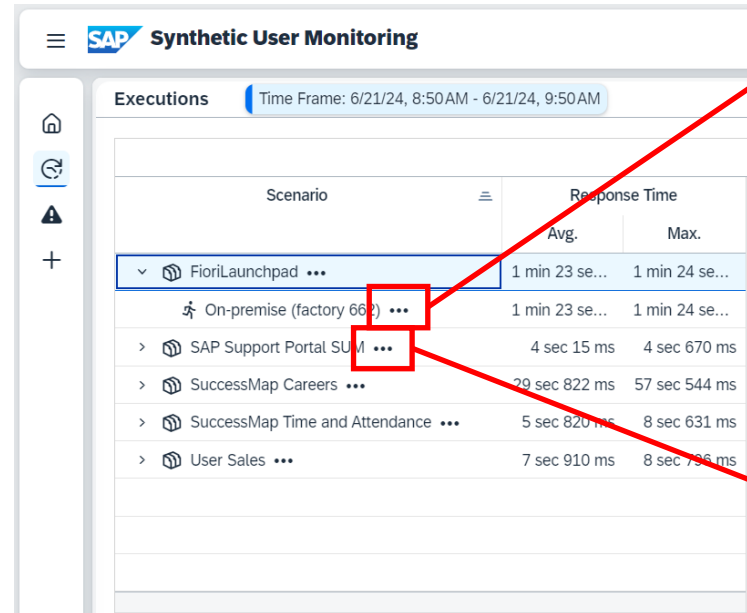


Synthetic User Monitoring – New Features Delivered in Q2/2024

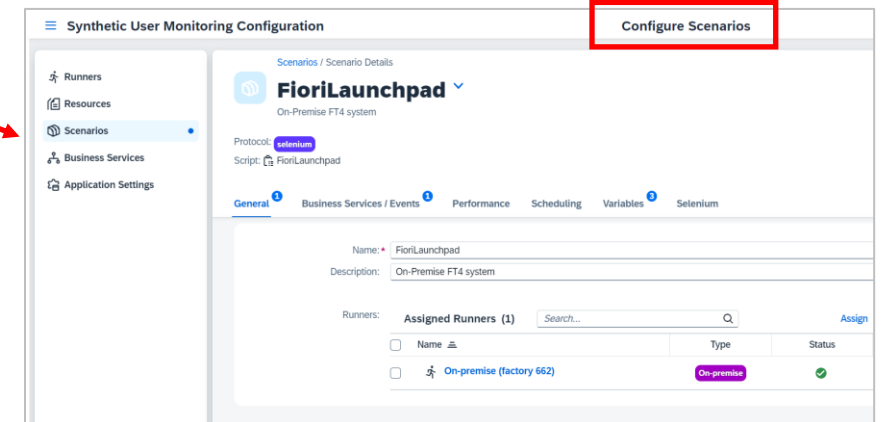
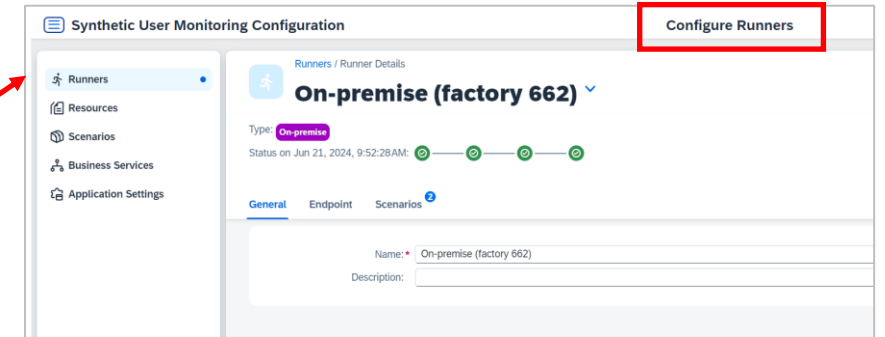
Links to Configuration Settings



In the pages Overview, Executions, and Execution Details, the jump to the configuration using **Edit Configuration** from the **Action Menu** was improved.



Scenario	Response Time	
	Avg.	Max.
▼ FioriLaunchpad ...	1 min 23 se...	1 min 24 se...
🚶 On-premise (factory 662) ...	1 min 23 se...	1 min 24 se...
> SAP Support Portal SUM ...	4 sec 15 ms	4 sec 670 ms
> SuccessMap Careers ...	29 sec 822 ms	57 sec 544 ms
> SuccessMap Time and Attendance ...	5 sec 820 ms	8 sec 631 ms
> User Sales ...	7 sec 910 ms	8 sec 736 ms



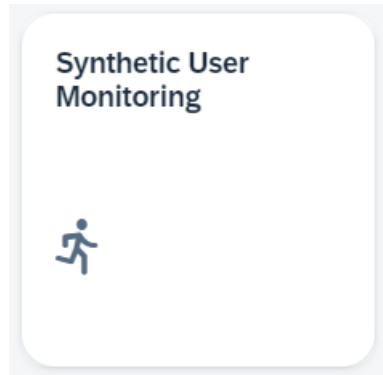
Also, in all detail pages within the configuration you can now copy the URL of the corresponding settings page using the button **Copy page URL to clipboard**. Use it to share the page with the configuration settings easily.

Demo: Synthetic User Monitoring



Synthetic User Monitoring – New Features Delivered in Q2/2024

Additional Supported Functionalities in Scripts



Selenium IDE Scripts

- This feature improves the support of the SUM variable annotations in the Selenium IDE scripts. Now, also SUM **variable annotations** in the commands that **belong to a conditional block** are supported (**IF, ELSEIF, ELSE**).

Sensitive Steps

- You have already been able to indicate a Selenium action as sensitive using the annotation `@sap.sum.sensitive.action` in Selenium scripts. For these actions, Synthetic User Monitoring does not capture screenshots, does not capture additional metrics, and does not log the action target and value of the Selenium command.
- Now, the annotation `@sap.sum.sensitive.step` with the same behavior is introduced. The difference is the **scope of the new annotation, which covers all actions of the step**.



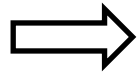
SAP Cloud ALM

Job & Automation Monitoring




Job & Automation Monitoring – New Features Delivered in Q2/2024

Configuration Data Sync Status Displayed for New Data Collection Infrastructure



You can now view **the progress of the configuration data sync** of a managed component with **New Data Collection Infrastructure**.

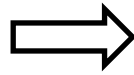
To view this, navigate to Configuration → Managed Components → Edit Services/Systems Configuration → Configuration for Services/Systems.

Configuration for Services/Systems				
Search <input type="text"/>				
Se...	Name	Data Collection	Events	Last Changed By
<input type="radio"/>		<input type="checkbox"/>	Active Events Available	
<input type="radio"/>		<input checked="" type="checkbox"/>	Active Events Available	
<input type="radio"/>		<input type="checkbox"/> 	Active Events Available	
<input type="radio"/>		<input type="checkbox"/>	No Active Events	
<input type="radio"/>		<input type="checkbox"/>	No Active Events	

Job & Automation Monitoring – New Features Delivered in Q2/2024

Grouped ABAP jobs with Changing Name can be Found with Current Name

Job & Automation Monitoring



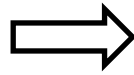
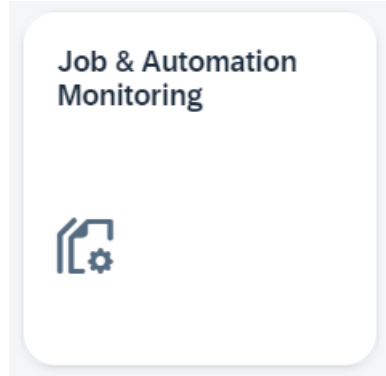
In Job List view **ABAP jobs with changing names** – grouped by the data collector – can now **be found using the current SM37 name.**

The screenshot displays the SAP Job & Automation Monitoring interface. At the top, the search bar contains the name 'FDCA-GL-ANALYSE-00342-00005', which is highlighted with a red box. Below the search bar, a table lists jobs, with 'FDCA-GL-ANALYSE-JOB' highlighted in green. A red arrow points from the search bar to the 'Job Overview' window, which shows a table of job execution details. The first row in the table is highlighted with a red box.

JobName	Spool	Job CreatedB	Status	Start date	Start Time	Duration(sec.)	Delay (sec.)	Cli
<input checked="" type="checkbox"/> FDCA-GL-ANALYSE-00342-00005		CHAKRAVARTISW	Finished	08.07.2024	05:55:27	50	3	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00003		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	58	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00004		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	57	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00006		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	52	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00007		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	62	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00008		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	64	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00009		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	57	0	002
<input type="checkbox"/> FDCA-GL-ANALYSE-00342-00010		CHAKRAVARTISW	Finished	08.07.2024	05:55:24	57	0	002

Job & Automation Monitoring – New Features Delivered in Q2/2024

Deeper Integration with Exception Monitoring (More Categories and Navigation)



ABAP jobs, that write **messages of type E or W** into the job log **without aborting** are displayed in the Job & Automation monitoring application with **yellow Execution Status** rating.

With ST-PI SP26 + SAP Note [SAP Note 3374186](#) (V29) job log information is collected and drill down offered.

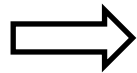
The screenshot displays the SAP Job & Automation Monitoring interface. The top section shows the "Monitoring" view for the job "SM:CALC_APPLICATION_INDEX". A table lists execution records with columns for Planned Start Time, Start Time, End Time, Execution Status, Application Status, Start Delay, and Run Time. The "Execution Status" column for the most recent execution (Jul 9, 2024, 11:25:52 AM) is highlighted with a red box and a yellow status icon. An arrow points from this box to the "Exceptions" view below. The "Exceptions" view shows a table with columns for Status, Timestamp, Message, User, and Job Name. A single exception entry is highlighted with a red box, showing a yellow warning icon, the timestamp "Jul 9, 2024, 11:25:52 AM", and the message "Full mode causes high system load, only use it in ex...".

Planned Start Time	Start Time	End Time	Execution S...	Application St...	Start Delay	Run Time
Jul 9, 2024, 11:23:52 AM	Jul 9, 2024, 11:24:43 AM	Jul 9, 2024, 11:25:52 AM	Finished...	No messa...	00:00:51	00:01:09
Jul 8, 2024, 11:23:52 AM	Jul 8, 2024, 11:24:42 AM	Jul 8, 2024, 11:25:33 AM	Finished...	No messa...	00:00:50	00:00:51

Status	Timestamp	Message	User	Job Name
Warning	Jul 9, 2024, 11:25:52 AM	Full mode causes high system load, only use it in ex...	SOLMAN_BTC	SM:CALC_APPLICATION_INDEX

Job & Automation Monitoring – New Features Delivered in Q2/2024

SAP Cloud Identity Services – Identity Provisioning Jobs can be Monitored



SAP Cloud Identity Services – Identity Provisioning jobs can be monitored with SAP Cloud ALM Job & Automation Monitoring.

The screenshot shows the SAP Job & Automation Monitoring interface. The top navigation bar includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of Jul 9, 2024, 3:34:44 PM. Below the navigation bar, there's a "Monitoring" section with a time frame filter set to 7/7/24, 3:43 PM - 7/9/24, 3:43 PM and a filter for "Services/Systems: IPS_CLOUD".

The main content area displays a table of "Services/Systems / Jobs or Automations (5/5)". The table has columns for Name, Type, Execution status, Application status, Start Date, Run Time, Service/System, and Open status. The jobs listed are:

Name	Type	Executi...	Applicatio...	Start D...	Run Ti...	Service/System	Ope...
LDAP_SAPBASIS_ADMINS (READ)	SAP Cloud Identity Provisioning Job	✗	✗	✓	✓	IPS_CLOUD	0
LDAP_CLOUD_USERS (READ)	SAP Cloud Identity Provisioning Job	✓	✓	✓	✓	IPS_CLOUD	0
LDAP_SAPBASIS_ADMINS (SIMULATION)	SAP Cloud Identity Provisioning Job	✓	✓	✓	✓	IPS_CLOUD	0
LDAP_CLOUD_USERS (SIMULATION)	SAP Cloud Identity Provisioning Job	✓	✓	✓	✓	IPS_CLOUD	0
LDAP_CLOUD_USERS (RESYNC)	SAP Cloud Identity Provisioning Job	◇	◇	✓	✓	IPS_CLOUD	0

Below the table, there's a detailed view of "Job Execution Logs" for "Identity Provisioning". The table has columns for Source System, Job Type, Trigger Type, Status, Start Time, End Time, and Action. The logs show various execution attempts for different source systems and job types, with statuses ranging from "Success" to "Finished With Error".

Source System	Job Type	Trigger Type	Status	Start Time	End Time	Action
_LDAP_CLOUDUSERS	READ	REPEAT	Finished With Error	01/Dec/2022 16:16:20 +01	01/Dec/2022 16:16:56 +01	
...
_LDAP_CLOUDUSERS	READ	REPEAT	Success	01/Dec/2022 11:34:45 +01	01/Dec/2022 11:34:49 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	REPEAT	Success	01/Dec/2022 10:45:33 +01	01/Dec/2022 10:49:57 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	REPEAT	Success	01/Dec/2022 09:59:52 +01	01/Dec/2022 09:59:56 +01	
...
_LDAP_CLOUDUSERS	READ	REPEAT	Finished With Error	01/Dec/2022 04:16:20 +01	01/Dec/2022 04:16:55 +01	
...
_LDAP_CLOUDUSERS	READ	REPEAT	Finished With Error	30/Nov/2022 16:16:20 +01	30/Nov/2022 16:16:52 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	IMMEDIATE	Success	30/Nov/2022 15:34:35 +01	30/Nov/2022 15:34:56 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	IMMEDIATE	Finished With Error	30/Nov/2022 15:34:00 +01	30/Nov/2022 15:34:05 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	IMMEDIATE	Finished With Error	30/Nov/2022 15:33:22 +01	30/Nov/2022 15:33:26 +01	
...
_LDAP_SAPBASIS_ADMINS	READ	IMMEDIATE	Finished With Error	30/Nov/2022 15:31:19 +01	30/Nov/2022 15:31:23 +01	

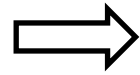
SAP Cloud ALM

Configuration & Security Analysis



Configuration & Security Analysis – New Features Delivered in Q2/2024

New Content Available



The Configuration & Change Database (CCDB) was extended with **SAP security recommendation** data from an additional service of SAP BTP:

- **SAP Cloud Identity Services – Identity Provisioning**

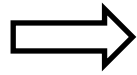
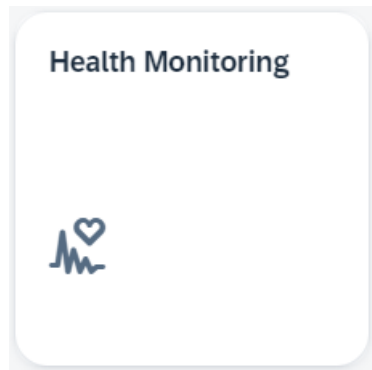


SAP Cloud ALM Health Monitoring



Health Monitoring – New Features Delivered in Q2/2024

Job Monitoring Status Information Available in Health Monitoring



Information on Job & Automation Monitoring health (Job Status and Data Collection Status) is now available in Health Monitoring.

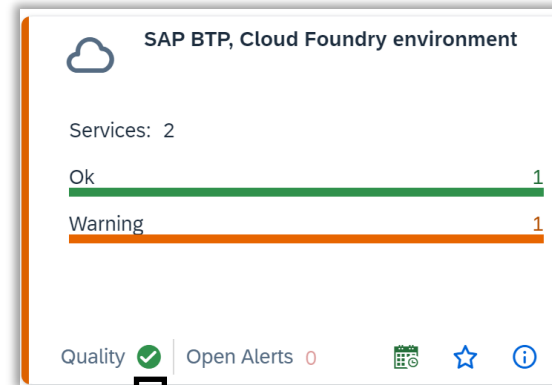
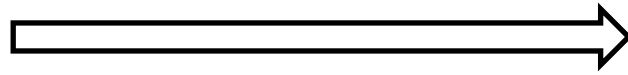
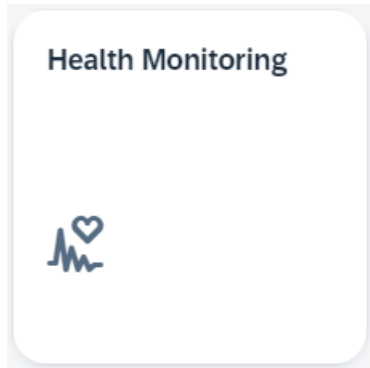
The screenshot shows the SAP Health Monitoring interface. At the top, the SAP logo and "Health Monitoring" are visible. The page title is "Monitoring" with a time frame of "7/8/2024, 3:39:40 PM - 7/9/2024, 3:39:40 PM" and "Type: SAP Cloud ALM". The breadcrumb trail is "Home / Monitoring / MyCloudALM_00 (SAP Cloud ALM) /". The main heading is "MyCloudALM_00" with "SAP Cloud ALM" below it. There are tabs for "Metrics Overview" and "All Metrics". A red box highlights the "Job & Automation Monitoring" section, which contains two cards: "Job Status" and "Data Collection Status".

Category	Ok	Error
Job Status	4	0
Data Collection Status	7	3

Below this section is "External API Management" with four cards: "Number of Successful...", "Number of Failed Notifications", "Number of PULL API calls", and "Number of PUSH API calls".

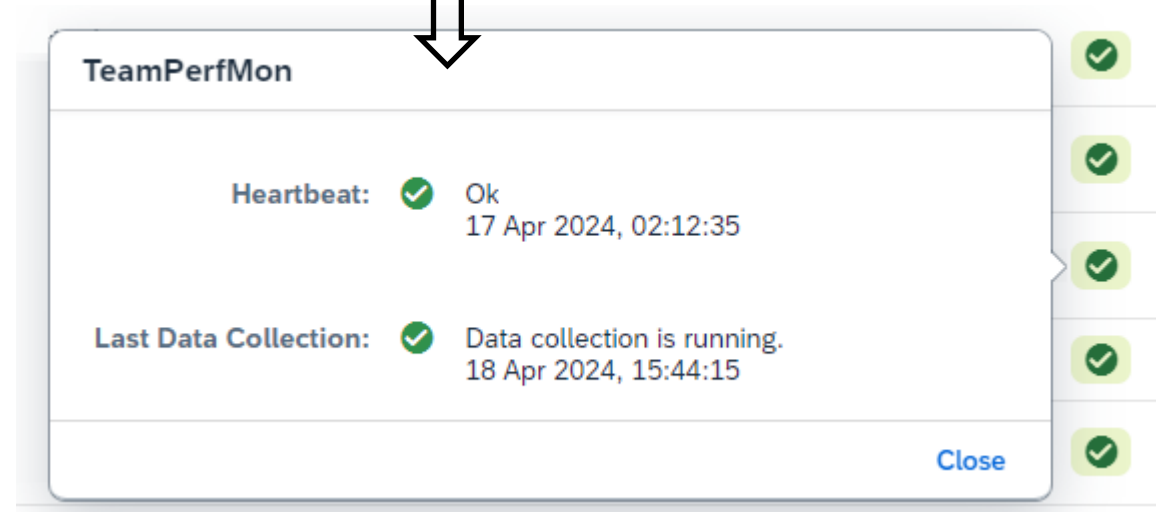
Health Monitoring – New Features Delivered in Q2/2024

Connectivity Status Improved



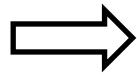
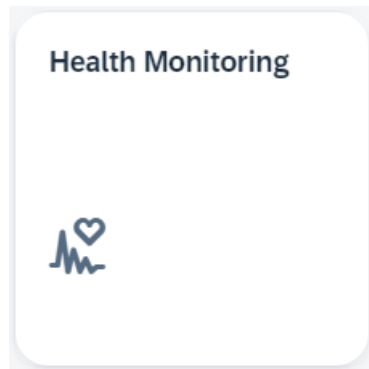
For **every managed component**, an icon is displayed for the **data quality status**. The information displayed when clicking the status has been improved.

Now the status and the time stamp of the **Last Data Collection** and (for push-based services) the **Heartbeat** is displayed.

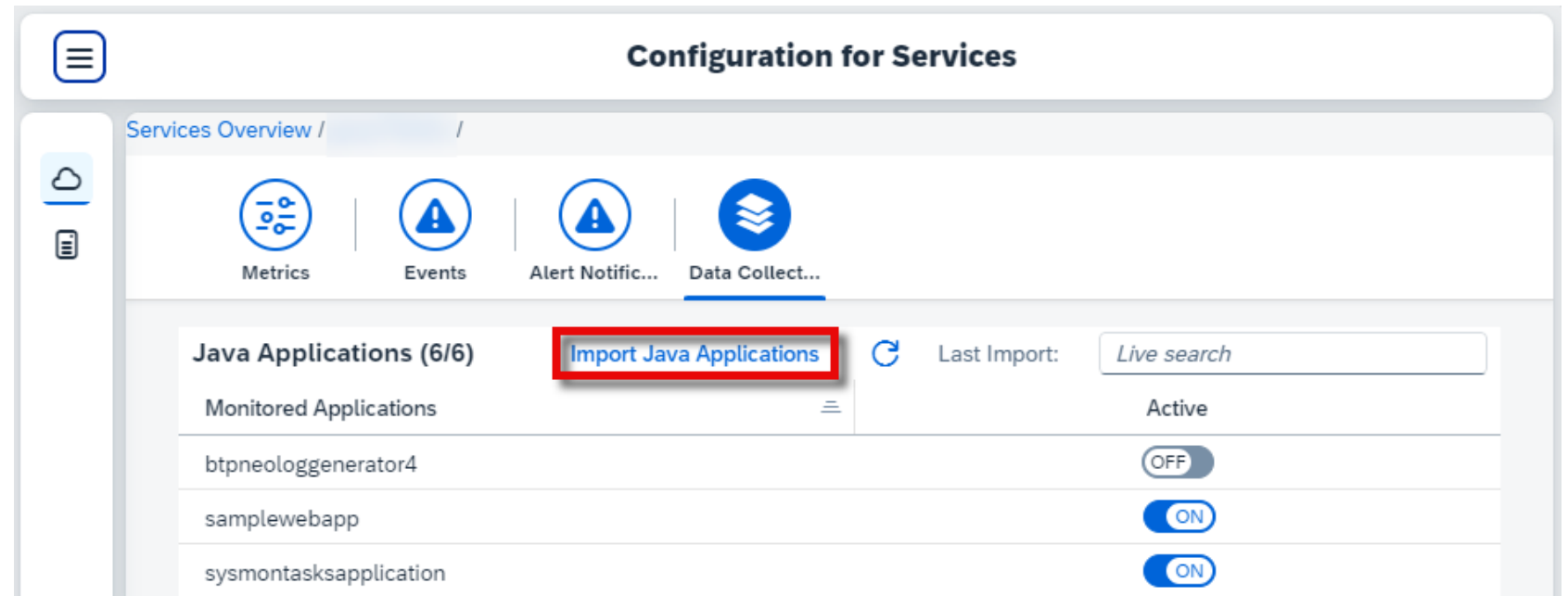


Health Monitoring – New Features Delivered in Q2/2024

Remove Undeployed JAVA Applications for SAP BTP, Neo Environment

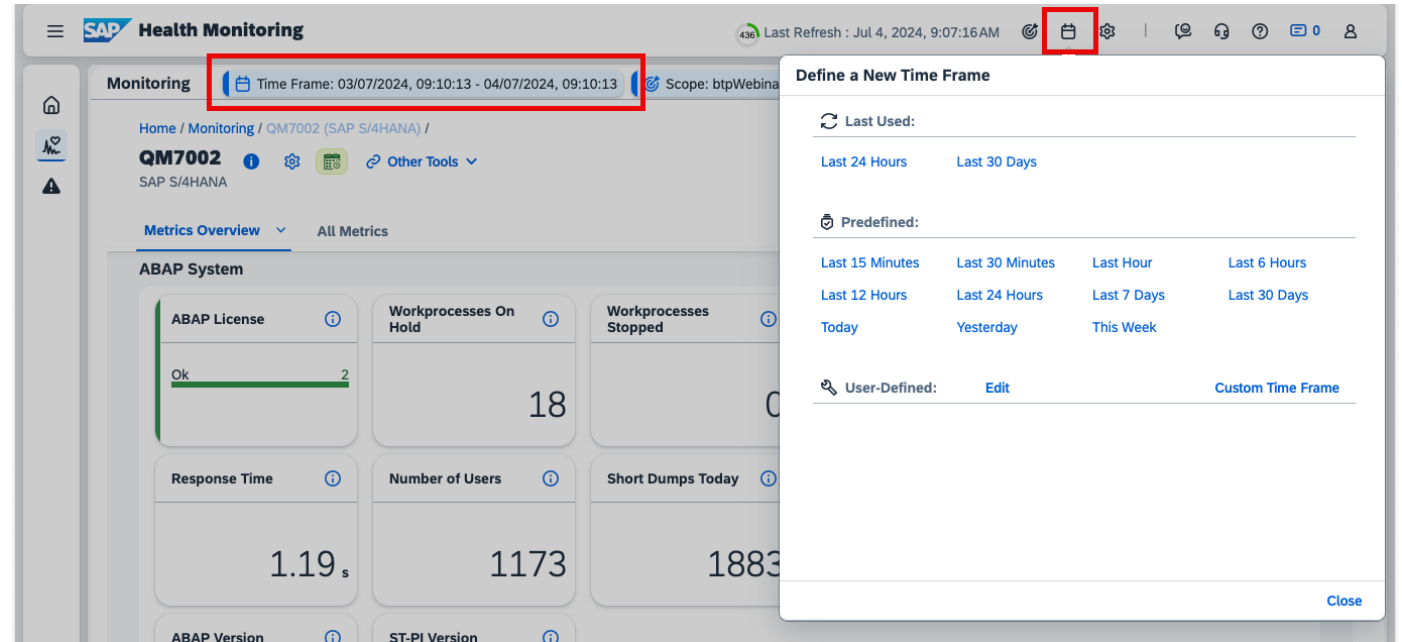
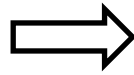
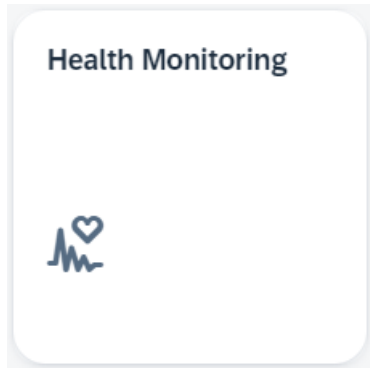


For service type SAP BTP, Neo Environment you can **now remove undeployed Java applications** from the configuration of the service. There, the function **Import Java Applications** removes inactive applications which no longer exist on the subaccount from the list of monitored Java applications.



Health Monitoring – New Features Delivered in Q2/2024

Time Selection for Displayed Data



The Health Monitoring application provides a **time frame selection** to filter the displayed data.

When the application is started, the **default time** selection is “**Last 24 hours**”. If necessary, the time selection can be changed, e.g. to also display older data.

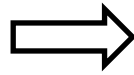
SAP Cloud ALM

Business Service Management



Business Service Management– New Features Delivered in Q2/2024

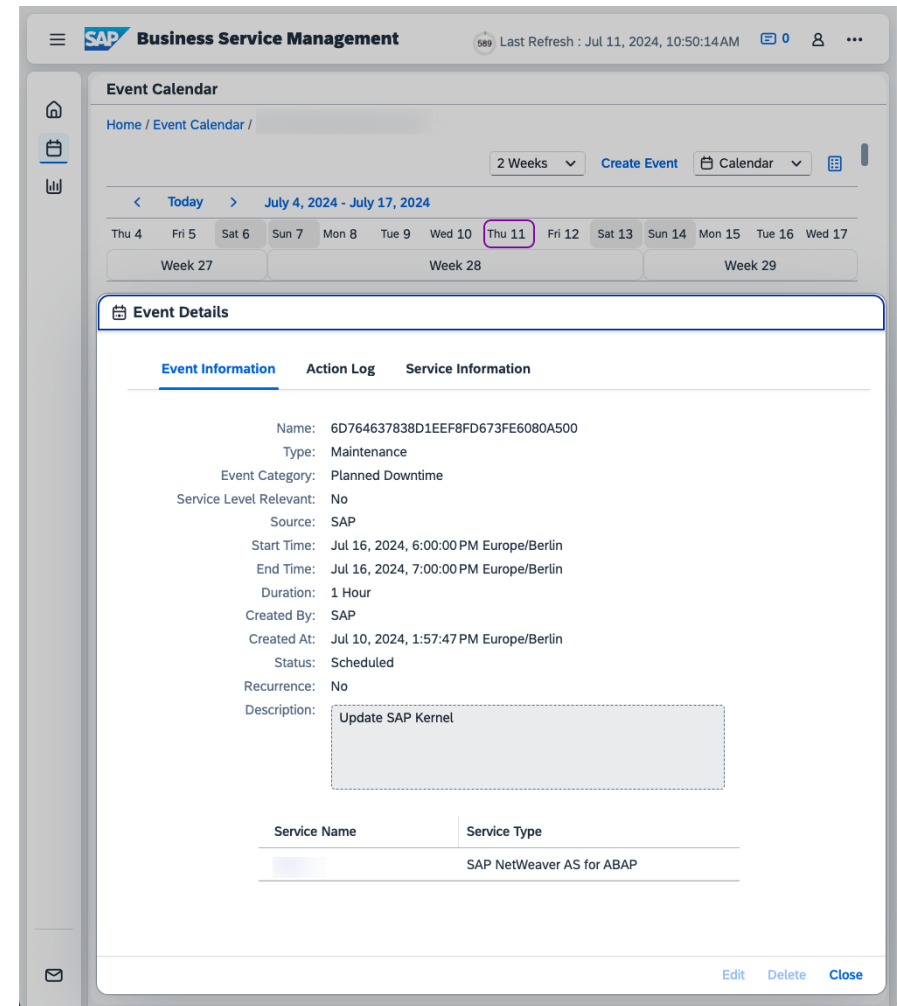
Planned Downtimes for Private Cloud Systems



SAP Cloud ALM receives **Planned Downtime** events for Private Cloud Systems from the Private Cloud Workspace in SAP for Me.

Planned Downtime events are shown as Maintenance Events with **Category Planned Downtime** in the Business Service Management **Event Calendar** and **Service Level Report**.

SAP Cloud ALM **Monitoring Applications** show **ongoing Planned Downtimes** and **react** accordingly for example by disabling alerting and other event actions.



SAP Cloud ALM

Alert & Event Management



Alert & Event Management – New Features Delivered in Q2/2024

View List of Closed Alerts

You can now see the **list of Closed alerts**.

If the rating of an alert changes **from red or yellow to green**, automatically the **status changes from Open or In Progress to Closed**. By default, only Open and In Progress alerts are displayed. If you want to view the Closed alerts, you need to select it from the Alert Status filter option.


The screenshot displays the 'Alerting' interface with a table of alerts and a 'Filters' dropdown menu. The table lists seven alerts, all with a 'Closed' status. The filter dropdown is open, showing options for 'Alert Name', 'Object Details', 'Processor', and 'Status'. The 'Status' dropdown is highlighted with a red box, and the 'Closed' option is selected.

Alert Name and Message	Managed Component	Object Details	Workload	Alert Status	Alert Time	Alert Type
<input type="checkbox"/> Critical Execution Status for job detected Latest Execution Status is Green	MyBtpCloudFoundry_01	NAME = Products_UpdateProducts TYPE = SAP Job Scheduling Service Job		Closed	Jun 27, 2024 10:50:35 AM	
<input type="checkbox"/> Critical Application Status for job detected Latest Application Status is Green	MyBtpCloudFoundry_01	NAME = Products_UpdateProducts TYPE = SAP Job Scheduling Service Job		Closed	Jun 27, 2024 10:50:35 AM	
<input type="checkbox"/> Critical Application Status for job detected Latest Application Status is Green	MyS4HANA Cloud_01	NAME = Actual Overhead Calculation: Service Documents – Parallel Ledgers TYPE = SAP Application Job		Closed	Jun 27, 2024 10:48:11 AM	
<input type="checkbox"/> Critical Execution Status for job detected Latest Execution Status is Green	MyS4HANA Cloud_01	NAME = Actual Overhead Calculation: Service Documents – Parallel Ledgers TYPE = SAP Application Job		Closed	Jun 27, 2024 09:48:15 AM	
<input type="checkbox"/> Critical Execution Status for job detected Latest Execution Status is Green	MyS4HANA Cloud_01	NAME = Master Data Update TYPE = SAP Application Job		Closed	Jun 27, 2024 09:03:11 AM	
<input type="checkbox"/> Critical Execution Status for job detected Latest Execution Status is Green	MyBtpCloudFoundry_01	NAME = Products_CreateProducts TYPE = SAP Job Scheduling Service Job		Closed	Jun 27, 2024 09:03:11 AM	
<input type="checkbox"/> Critical Application Status for job detected Latest Application Status is Green	MyBtpCloudFoundry_01	NAME = Products_CreateProducts TYPE = SAP Job Scheduling Service Job		Closed	Jun 27, 2024 09:03:11 AM	

SAP Cloud ALM Roadmap



SAP Cloud ALM for Operations – Content Roadmap

	Currently Available			Planned 
Business Process Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite	SAP SuccessFactors SAP Cloud for Customer	SAP Entitlement Management	Enhancements for S/4HANA, SAP Business Suite, SAP Cloud for Customers and SAP SuccessFactors
Integration & Exception Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud, SAP Cloud for Customer and SAP Order Management SAP Business By Design SAP Integrated Business Planning SAP Digital Vehicle Hub SAP SuccessFactors SAP Consumers Industry Cloud SAP Ariba, Concur and Fieldglass SAP Digital Manufacturing Cloud	SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud SAP Omnichannel Promotion Pricing SAP Business Network for Logistics SAP Subscription Billing SAP Cloud for Projects SAP Predictive Replenishment SAP Cell Gene Therapy Orchestration SAP Int. Product Recommendations SAP Ariba Procurement Planning	SAP Revenue Growth Optimization SAP Order and Delivery Scheduling SAP Entitlement Management SAP Process Integration (Java) SAP Integration Suite (CI) SAP MDI and SAP Event Broker SAP Task Center SAP Mobile Services SAP SAP Analytics Cloud SAP BTP NEO & ABAP PaaS SAP BTP CF & Kyma (Java) PaaS	SAP Variant Configuration and Pricing SAP Intelligent Returns Management SAP Ariba Shopping SAP Market Communication for Utilities SAP Sales & Service Cloud V2 SAP BTP CF/Kyma PaaS (node.js) SAP Integration Suite - Edge Integration Cell, Event Mesh, Advanced Event Mesh
User & Performance Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Cloud for Customer SAP Marketing Cloud	SAP Integrated Business Planning SAP SuccessFactors EC Payroll SAP Data Quality Management	SAP BTP ABAP PaaS SAP BTP NEO PaaS SAP BTP CF/Kyma PaaS (Java, node.js)	SAP Analytics Cloud SAP Workzone Service
Job & Automation Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Business Warehouse SAP Business Workflow (ABAP) SAP BTP ABAP PaaS	SAP Intelligent RPA SAP Build PA (Jobs) SAP BTP CF/Kyma PaaS (Java, node.js) SAP BTP, Identity Provisioning Service	SAP Build PA (Processes) SAP Market Communication for Utilities SAP DataSphere SAP Analytics Cloud
Configuration & Security Analysis	SAP S/4HANA SAP S/4HANA Private Cloud Edition SAP Business Suite	SAP BTP, Credential Store SAP BTP, Identity Authentication SAP BTP, Identity Provisioning	SAP BTP, Mobile Service SAP BTP, Destination Service	SAP HANA Cloud SAP BTP, Custom Domain Service
Health Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Intelligent RPA SAP Integration Suite (CI, APIM) SAP Cloud Connector	SAP BTP ABAP PaaS SAP BTP Neo PaaS SAP BTP CF/Kyma PaaS (Java, node.js) SAP HANA Cloud & BTP Neo DB	SAP Edge Integration Cell SAP Event Broker SAP DataSphere SAP Analytics Cloud



I need more capabilities in SAP Cloud ALM. 

SAP Continuous Influence for SAP Cloud ALM

Customers/partners
submit requests

Community
ranks via voting

SAP
reviews and develops

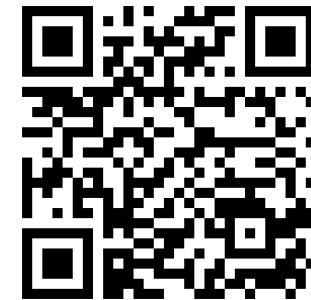
Available today!



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[Operations](#)



[Service](#)

New!

Thank you.

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SAP Cloud ALM Mailing list
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Additional information:

SAP Cloud ALM for Operations Home Page:
<https://support.sap.com/en/alm/sap-cloud-alm/operations.html>

SAP Cloud ALM for Operations Expert Portal:
<https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html>

SAP Cloud ALM Online Help:
<https://help.sap.com/docs/cloud-alm>

SAP Cloud ALM for Operations Online Training:
[Operating with SAP Cloud ALM](#)

